



Public Safety Interoperable Communications Office

ANNOUNCEMENT - FREE WORKSHOP

Continuity of Operations Plans (COOP) For PSAPs, Dispatch & Communication Centers December 13, 2011 – 9 AM to 4 PM

Background: Arizona's Public Safety Interoperable Communications (PSIC) Office received an award of technical assistance from the Federal Department of Homeland Security (DHS) to enable Public Safety Answering Points (PSAPs), Dispatch and Communication Centers to improve their continuity of operations planning.

Description: The COOP Planning Workshop helps Communications Center supervisory personnel plan for continuity of operations (COOP) in the event of evacuations, relocations or loss of capabilities.

This one day workshop provides participants a seminar-style venue for discussing current center operations and COOP planning for such operations. Subject matter experts from Federal DHS' Office of Emergency Communications (OEC) Interoperable Communications Technical Assistance Program (ICTAP) will provide real world examples of plans for different COOP all-hazards scenarios. In addition, they will share best practices from around the Nation to help participants identify and mitigate risks to continuity of their operations.

This free one day workshop, open to participation from throughout Arizona, will include breakout sessions in which participants define specific challenges to continuity of their centers' operations and then brainstorm approaches to meeting them. Participants will then review the outline for a COOP plan and related annexes that document the operating environment, the potential challenges to operations, and specific planning for various relocation or evacuation scenarios.

Deliverable from the Workshop: COOP Plan Template for customization by participants for their center

Workshop: The COOP Workshop will be held as follows:

**COOP Plan Development
for PSAPs, Dispatch and Communication Centers
Tuesday, December 13, 2011 – 9 AM to 4 PM**

***NOTE: THE LOCATION FOR THIS WORKSHOP HAS CHANGED - PLEASE RSVP TO BE NOTIFIED WHEN
A NEW LOCATION HAS BEEN FOUND.***

Who Should Attend: Supervisory and management personnel, communications, technical and operational representatives from public safety/service disciplines from throughout Arizona, including persons serving as Communications Center Managers, PSAP Managers, Dispatch Supervisors, 9-1-1 Operations and Technical Staff, etc.

RSVP; Questions: Please RSVP online at <http://tinyurl.com/COOP-Workshop-12132011>. Please direct any questions to Justin Turner at jturner@azpsic.gov or 602317-2727.

<http://www.azpsic.gov/>

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